

Residential Customers who were on an Arrearage Reduction Program

| | Jan | Feb | March | April | May | June | July | Aug | Sep | Oct | Nov | Dec |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2013 | 7,529 | 7,057 | 6,720 | 5,759 | 6,146 | 5,999 | 5,650 | 3,796 | 5,147 | 5,296 | 5,857 | 5,952 |
| 2014 | 6,989 | 6,609 | 6,459 | 6,277 | 6,152 | 4,614 | 4,564 | 3,603 | 4,674 | 5,655 | 5,865 | 5,636 |
| 2015 | 5,410 | 5,158 | 4,955 | 4,774 | 4,634 | 4,300 | - | - | - | - | - | - |
| 2016 | - | - | - | - | - | - | - | - | 621 | 1,580 | 2,139 | 2,583 |
| 2017 | 2,925 | 2,908 | 2,860 | 2,819 | 2,778 | 2,702 | 2,657 | 2,557 | 2,342 | 2,366 | 2,385 | 2,314 |
| 2018 | 2,171 | 1,934 | 1,752 | 1,670 | 1,580 | 1,499 | 1,362 | 1,297 | 1,236 | 1,418 | 1,538 | 1,582 |
| 2019 | 1,518 | 1,392 | 1,276 | 1,208 | 1,167 | 1,086 | 1,052 | 1,006 | 885 | 1,082 | 1,240 | 1,584 |

* Months highlighted in yellow reflect the temporary suspension of the PIPP program due to state budget discussions.